



Spring/Summer RVM Maintenance & Troubleshooting Guide

Longer, warmer Irish summer days often mean more container returns at RVMs. Leftover liquids and heat can cause odours and attract pests like wasps and flies. To keep things clean and pleasant for customers, be sure to clean your RVMs regularly and empty bins often.

Daily Cleaning and Maintenance

To be completed at least once daily:

- Place the RVM into 'Maintenance/Cleaning' mode first.
- Remove visible debris or liquids.
- Sweep away any litter or small debris.

Ensure these components are cleaned:

- Receiving Tray and Conveyor Belt (including surrounding walls)
- Spill Tray
- Sensors and Reflectors
- Barcode Scanners
- Bin Full Sensor and Reflector
- Voucher Dispensing Area

Collections, Bins, and Storage

If you have queries regarding collections, please directly contact our logistics partner:

- Email: drscollections@lpp.ie
- Phone: 0818 226 227

RVM Service Requests & Re-turn Support

If troubleshooting does not resolve an issue quickly, please promptly contact your RVM Supplier's service desk directly.

If you're experiencing ongoing issues after contacting your supplier, please email retailers@re-turn.ie. Thank you for your cooperation and support in maintaining a positive consumer experience!

For more information on your RVM, visit: re-turn.ie/rvm